Steps to make CGHS user-friendly

*430. SHRI SANTOSH BAGRODIA:
SHRI HARISH RAWAT:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether it is a fact that processes in the Central Government Health Scheme are not user-friendly;

(b) whether it is also a fact that beneficiaries do not get reimbursement in time; and

(c) what steps are being taken to streamline the CGHS to make it user-friendly?

THE MINISTER OF HEALTH AND FAMILY WELFARE (DR. ANBUMANI RAMDOSS): (a) No, Sir.

(b) and (c) A statement is laid on the Table on the House.

Statement

The following steps have been taken for simplification of procedures for reimbursement of medical claims and for improvement in CGHS:—

(i) Powers have been delegated to Zonal Additional Directors to decentralize the functioning of CGHS, medical reimbursement claims and bills of local chemists are no longer required to be processed at CGHS headquarters.

(ii) Pilot project for outsourcing of processing of reimbursement claims received by CGHS, Delhi, to Third Party Administrator recognized by Insurance Regulatory Development Authority has been started for two dispensaries under CGHS, East Zone, Delhi so as to ensure that settlement of claims is done within five working days.

(iii) Local Advisory Committees have been constituted in the dispensaries to address grievances of beneficiaries, with CMOP-in-charge as Chairman and Members from Pensioners Welfare Associations, Residents Welfare Associations and Area Welfare Officers. Local chemists are also required to attend these meetings.

(iv) Computerisation of CGHS dispensaries at Laxmi Nagar, Delhi, as a pilot project has been running successfully. Installation of computer hardware, data entry and internet connectivity has been completed in the CGHS dispensaries in North Avenue, South Avenue and Parliament Annexe. Computerisation of CGHS dispensaries in Delhi has also been taken up in remaining CGHS dispensaries.

(v) A manual containing all the relevant information on functioning of CGHS is also under compilation.

Passenger train between Mangalore and Bangalore

*431. SHRI JANARDHANA POOJARY: Will the Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that the proposal to introduce a passenger train between Mangalore and Bangalore is pending for over a decade;

(b) if so, the details thereof;

(c) whether the passenger train between this section is not being introduced for want of clearance from the railway safety authority;

(d) if so, the details in this regard; and

(e) the revised targeted date, if any, for implementation of the project?

THE MINISTER OF RAILWAYS (SHRI LALU PRASAD): (a) and (b) It was proposed to introduce two pairs of Express trains between Mangalore and Yesvantpur in 2005-2006. One pair in day time (6515/6516 Mangalore-Yesvantpur Express) via Arsikere and the other pair (6517/6518 Mangalore-Yesvantpur Express) via Mysore during night.

(c) Yes, Sir.

(d) and (e) The Commissioner of railway Safety (CRS) is yet to inspect and authorize opening of Sakleshpur-Subramanya Road ghat section for Passenger Services. Papers in this regard have been submitted to CRS and certain observations raised by the Commission have been clarified. The ghat section is having heavy rains and as a result of this the CRS inspection of this section is being planned after monsoon so that any further work, if ordered by CRS during inspection can be executed. The passenger train services will be introduced after getting clearance from the CRS.